

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	4	((workforce or work ADJ force) NEAR3 (manag\$6 or planning)) AND peak\$1 AND valley\$1	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 12:48
L2	3	1 and histor\$6	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 13:05
L3	1	1 not 2	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 13:05

Search strategy

- ① Dialog — will try non-patent and EIC
- ② → look at these, above hits

Search

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workforce planning historical peaks and valley

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The "AND" operator is unnecessary --- we include all search terms by default. [\[details\]](#)

**Web** Results 1 - 10 of about **53,600** for **workforce planning historical peaks and valleys**. (0.19 seconds)

### Scholarly articles for **workforce planning historical peaks and valleys**



**COUPLED HEURISTIC AND SIMULATION SCHEDULING IN A HIGHLY ...** - by Ingalls - 0 citations

**Morice Planning Area Background Report: - by Features - 0 citations**

**Directing the Flow of Product: A Guide to Improving ...** - by Schutt - 0 citations

[PDF] **Edge Spec Sheet r04**

File Format: PDF/Adobe Acrobat - [View as HTML](#)

forecast staffing **peaks** and **valleys**. This enables effective and strategic.

**workforce planning** with a result that helps to control cost. ...

[www.remedystaff.com/staffingsolutions/ EDGE\\_Spec\\_Sheet%20FINAL.pdf](http://www.remedystaff.com/staffingsolutions/EDGE_Spec_Sheet%20FINAL.pdf) - [Similar pages](#)

### **Automating Workforce Management: Acquisition and Implementation**

**Workforce** management (WFM) software, combined with the **historical** and real-time

... forecast of future call volumes showing **peaks** and **valleys** of calls, ...

[www.connectionsmagazine.com/articles/4/085.html](http://www.connectionsmagazine.com/articles/4/085.html) - 41k - [Cached](#) - [Similar pages](#)

### **Workforce Management Solutions To Increase Call Center Profitability**

Call volume forecasting: A **workforce** management system uses **historical** call ...

precise forecast of future call volumes showing **peaks** and **valleys** of calls, ...

[www.connectionsmagazine.com/articles/2/201.html](http://www.connectionsmagazine.com/articles/2/201.html) - 37k - [Cached](#) - [Similar pages](#)

[PDF] **A Guide to Buying Call Center Workforce Management Technology**

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show the **peaks** and **valleys** of call history and help determine future ...

**Strategic planning** tools use both **historical** and forecasted information as ...

[www.callscan.com/Brochures/ QPC%20IEX%20WFM%20Key%20CC%20Solution.pdf](http://www.callscan.com/Brochures/QPC%20IEX%20WFM%20Key%20CC%20Solution.pdf) - [Similar pages](#)

### **C@LL CENTER Solutions Feature Article**

**Workforce** management software, combined with the **historical** and real-time ...

forecast of future call volumes that shows the **peaks** and **valleys** of calls, ...

[www.tmcnet.com/articles/ccsmag/0399/0399tcs.htm](http://www.tmcnet.com/articles/ccsmag/0399/0399tcs.htm) - 68k - [Cached](#) - [Similar pages](#)

### **Forecasting Fundamentals: The Art and Science of Predicting Call ...**

This approach takes **historical** information and allows the isolation of the ...

itâ€™s critical to know when the **peaks**, **valleys**, and average times are. ...

[www.tmcnet.com/.../workforce-optimization-articles/ forecasting-call-center-workload.htm](http://www.tmcnet.com/.../workforce-optimization-articles/forecasting-call-center-workload.htm) - 96k -

Sep 7, 2005 - [Cached](#) - [Similar pages](#)

[PDF] **Integrated Planning for the Air Force Senior Leader Workforce ...**

File Format: PDF/Adobe Acrobat

source of **historical** data and a time-tested aggregate **planning** model (the LTO

... anticipate the effects of these **peaks** and **valleys** in the executive ...

[www.rand.org/pubs/technical\\_reports/2005/RAND\\_TR175.pdf](http://www.rand.org/pubs/technical_reports/2005/RAND_TR175.pdf) - [Similar pages](#)

[PDF] **p4\_2106-A eWFM MS/MC wp (Page i)**

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To help contact center managers with their **planning**, most **workforce** management

... contact workload as it arrives in **peaks** and **valleys** and filling in the ...

*call center*

*staffing  
levels/  
requirement*

*scheduling  
agents/  
operators/  
workers*

[www.aspect.com/mm/pdf/products/wfm/Aspect\\_MSMC\\_WFM\\_wp.pdf](http://www.aspect.com/mm/pdf/products/wfm/Aspect_MSMC_WFM_wp.pdf) - Similar pages

[PDF] [The Continuing Education Center](#)

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Flathead Valley, FVCC's Continuing Education Center, and Workforce Training Program provide ... Glacier's **peaks and valleys**. Today, the phrase is used to ...

[www.fvcc.edu/pdfs/catalog05/f-conted%2005%20205-211.pdf](http://www.fvcc.edu/pdfs/catalog05/f-conted%2005%20205-211.pdf) - Sep 6, 2005 - Similar pages

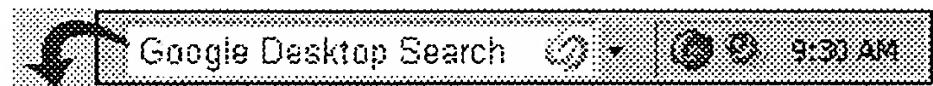
[Ward's Auto World: Putting a New Spin on DaimlerChrysler Corp ...](#)

But every new initiative under the restructuring **plan** to return ... Some feel they bought into the growing belief that the **peaks and valleys** that ...

[www.findarticles.com/p/articles/mi\\_m3165/is\\_2001\\_March\\_1/ai\\_73080037](http://www.findarticles.com/p/articles/mi_m3165/is_2001_March_1/ai_73080037) - 29k - Cached - Similar pages

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